

QUALITY ASSURANCE

SURVEILLANCE PLAN

FOR

MAINTENANCE OF MILITARY FAMILY HOUSING

HERITAGE VILLAGE

RAEFORD, NC

This Quality Assurance Surveillance Plan is not part of the Request For Proposal nor will it be made part of any resulting contract. The Government has the right to change or modify inspection methods at its discretion.

CORRECTIVE ACTION CONTAINED IN THIS PLAN SHALL BE SEPARATE AND APART FROM OTHER REMEDIES SPECIFIED IN THE CONTRACT. NOTHING IN THIS PLAN SHALL BE CONSTRUED TO WAIVE OR LIMIT THE GOVERNMENT'S RIGHTS UNDER ANY OTHER PROVISIONS OF THIS CONTRACT.

Quality Assurance Surveillance Plan

1. OVERVIEW

1.1 Purpose. The purpose of this plan is to identify the methods and procedures the Government will use to ensure it receives the services under contract as identified in the Performance Work Statement (PWS). This plan will focus on the level of performance required by PWS not the methodology or process.

1.1.1 Intent. The intent of this plan is to rely on the contractor's quality control, changing the Government's role from "oversight" to "insight." Instead of focusing on deducting when the contractor fails to meet the standard, the contractor is eager and willing to not only meet but to exceed the performance standards.

2. CONTRACTOR'S QUALITY CONTROL. The contractor shall employ his commercial quality program/procedures to identify, prevent, and ensure non-recurrence of defective services. Through implementation of the contractor's quality control program/procedures, the Government shall receive quality services meeting the requirements of this contract.

3. QUALITY ASSURANCE.

3.1. The Government will evaluate the contractor's performance by appointing a Contracting Officers Representative (COR) to monitor performance and ensure services are received. The COR will evaluate the contractor's performance through 100% inspection, periodic inspection, and receipt of customer complaints from occupants. The contractor shall be responsible for initial validation of customer complaints. The COR shall make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s). The COR may inspect each task as completed or increase the number of quality assurance inspections if deemed appropriate because of repeated failure of quality assurance inspections or because of repeated customer complaints. Likewise, the COR may decrease the number of quality control inspections if performance dictates. Re-performance of unacceptable service is the preferred action to be taken.

3.2. Performance Objectives and Thresholds. The performance objectives and thresholds are as stated in the Service Delivery Summary (SDS) below:

PERFORMANCE OBJECTIVE	PWS PARA	PERFORMANCE THRESHOLD
Perform quality Vacant Quarters Maintenance in accordance with the established turn around times and in accordance with this PWS, standard commercial practices, manufacturer's recommendations, plus applicable federal, state, and local rules and regulations.	2.3, 2.9, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16, 2.17, 2.18, 2.19	95% of VQM completed during the month.
Correctly categorized and responds and completes emergency service orders within the required times; work is performed in accordance with the PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations.	2.4, 2.6, 2.20	100% of emergency service orders completed during the month.
Categorized service orders accurately and performs urgent and routine service orders in accordance with this PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations.	2.4, 2.6, 2.20, 2.24	95% of urgent and routine service orders completed during the month.
Performs scheduled recurring inspection & maintenance in accordance with the PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and	2.5	98% of recurring inspection and maintenance completed during the month.

local rules and regulations.		
Operate Self-Help; maintain automated records of all items issued.	2.7	No more than <u>3</u> valid customer complaints per month.
Contractor available to receive service orders 24 hrs a day 7 days a week.	2.4	No more than <u>3</u> valid customer complaints per month.

4. PROCEDURES:

4.1. Performance Objective: Perform quality Vacant Quarters Maintenance in accordance with the established turn around times and in accordance with this PWS, standard commercial practices, manufacturer's recommendations, plus applicable federal, state, and local rules and regulations. Reference PWS paragraph numbers 2.3, 2.9, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16, 2.17, 2.18, 2.19. Allowable timeframes are as follows:

CATEGORY	TIME (CALENDAR DAYS)
Maintenance and repair	2.0
Cleaning	2.0
Clean abandoned units	3.0
Major Painting (equal or greater than 2000 sqf)	2.0
Partial Painting (less than 2000 sqf)	1.0
Removal of any flooring material over 200 sqf	1.0
Replacement of Floor Material	1.0
Major carpet replacement over 200 sqf	1.0
Odor Removal	0.5
Drying time for carpet cleaning	1.0

A detailed time chart is at **Appendix D, Maximum Time Allowances for VQM and Major Maintenance, Performance Statement of Work.**

4.2 Method of Surveillance: 100% Inspection. Upon completion of VQM, the COR will inspect each housing unit to ensure all work has been completed within required timeframes and in accordance with the PSW, standard commercial practices, manufacturer's recommendations, plus applicable federal, state, and local rules and regulations. The results of the inspection will be documented on the **Vacant Quarters Quality Control/Quality Assurance Record**. If the contractor's performance is unacceptable, the COR shall notify the contractor at which time the contractor shall have 4 hours to correct the deficiencies. If the deficiency(s) is/are corrected with 4 hours, the rating for that VQM is changed to "acceptable". If the work isn't corrected with 4 hours, the VQM is considered unacceptable.

4.3 Performance Threshold: 95% of VQMs completed during the month. The contractor's performance is acceptable when **95%** or more of the VQM meet the performance objective. The contractor's performance is unacceptable when **94%** or fewer VQM meet the performance objective. **Example:** 20 VQM are completed during the month. $20 \times 95\% = 19$; therefore, 19 of the units inspected must meet the performance objective for the contractor's performance to be considered acceptable for the month. If only 18 units meet the performance objective, then the contractor's performance for the month is unacceptable for this performance objective.

5. Performance Objective: Correctly categorizes, responds to and completes emergency service orders within the required timeframes plus work is performed in accordance with this PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations. Reference PWS paragraph numbers 2.4, 2.6, and 2.20.

5.1 Method of Surveillance: 100% Inspection. Once a week the COR will review the service orders that were completed the previous week to determine if all emergency service orders were categorized correctly, responded to and completed within required timeframe. In addition the COR shall contact the occupant to validate the response and completion dates/times and that work was satisfactorily completed. See table below.

CATEGORY	DEFINITION	TIMEFRAMES
EMERGENCY	Any requirement for health, safety, environmental, or property risk	Respond within 2 hour and repair within 24 hours OR until complete OR until downgraded. If downgraded, completion time is same as urgent.

5.2 Performance Threshold: 100% of all emergency service orders completed during the month. The contractor's performance is acceptable when **zero** orders are found defective for this performance objective during the month. The contractor's performance is unacceptable for this performance objective when **one** or more orders are unacceptable during the month.

6. Performance Objective: Categorizes service orders accurately and performs urgent and routine service orders in accordance with this PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations. Reference PWS paragraph numbers 2.4, 2.6, 2.20, and 2.24.

6.1 Method of Surveillance: Periodic inspection. Once a week the COR will review the service all job orders that were completed the previous week to determine if all urgent and routine service orders were categorized correctly, plus responded to and completed within required timeframes. The COR will select **5** of the total number of urgent and routine service orders completed the previous week and contact the occupants to validate the response and completion dates/times and that work was satisfactorily completed. See table below.

URGENT	Any failures or deficiencies that does not immediately endanger the occupants or threaten damage to property but would affect the health and well-being of the occupants	Respond within 8 hours. Complete repairs within 2 workdays OR until complete OR until downgraded. If downgraded, completion time is same as Routine.
ROUTINE	Work requirements other than emergency and urgent work (i.e. cosmetic repairs & maintenance)	Respond within 5 workdays. Complete repairs within 10 workdays after response.

6.2 Performance Threshold: 95% of urgent and routine service orders completed during the month. The contractor's performance is actable when **95%** or more of the urgent and routine service orders meet the performance objective. The contractor's performance is unacceptable when **94%** or fewer VQMs meet the performance objective. **Example:** 20 urgent and routine service orders are completed during the month. $20 \times 95\% = 19$; therefore, 19 of the service orders inspected must meet the performance objective for the contractor's performance to be considered acceptable for the month. If only 18 orders meet the performance objective, then the contractor's performance for the month is unacceptable for this performance objective.

7. Performance Objective: Performs scheduled recurring inspection & maintenance in accordance with this PWS, standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations. Reference PWS paragraph number 2.5.

7.1 Method of Surveillance: Periodic Inspection. Once a month the COR shall select one week's worth of recurring inspection and maintenance records for review. For recurring equipment inspections/maintenance job orders the COR will review the records only to ensure work was completed as scheduled and signed by the occupant or annotated that work was completed during VQM. For exterior inspection/maintenance job orders the COR shall visually inspect the units to ensure job order was completed as scheduled in accordance with this PWS standard commercial practices, manufacturer's recommendations, and applicable federal, state, and local rules and regulations

7.2 Performance Threshold: 98% of recurring inspection and maintenance completed during the month. **Example:** 100 recurring inspections and maintenance are scheduled for the month. $100 \times 98\% = 98$; therefore, 98 of the recurring inspections and maintenance must meet the performance objective for the

contractor's performance to be considered acceptable for the month. If only 97 meet the performance objective, then the contractor's performance is considered unacceptable for this performance objective during the month.

8. Performance Objective: Operate Self-Help, maintain automated records of all items issued, and maintain bench stock. Reference PWS paragraph 2.7.

8.1 Method of Surveillance: Customer Complaint. Any occupant that observe unacceptable services, either incomplete or not performed, should immediately contact the COR who will complete a Customer Complaint Record (Fort Bragg to record the complaint. The COR will validate the customer complaint, inform the customer when the defects will be corrected and advise the customer to contact the COR if not corrected. The COR will consider customer complaints as resolved unless notified otherwise by the customer. The evaluator shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to respond to the unacceptable performance and 24 hours to re-perform the work. If the QCI disagrees with complaint after investigation of site and challenges the validity of the complaint, the QCI will notify the COR. The COR will conduct an investigation to determine the validity of the complaint. If the complaint is found to be valid a defect will be recorded against the contractor's performance. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the COR, who will file the complaint for future recurring performance.

8.2 Performance Threshold: No more than 3 valid customer complaints per month. The contractor's performance for this objective is considered when no more than 3 valid customer complaints are received during the month. The contractor's performance is considered unacceptable if 4 or more valid customer complaints are received during the month.

9. Performance Objective: Contractor available to receive service orders 24 hrs a day 7 days a week.

9.1 Method of Surveillance: Customer Complaint. Any occupant that observes unacceptable services, either incomplete or not performed, should immediately contact the COR who will complete appropriate documentation to record the complaint. The evaluator will validate the customer complaint. The evaluator shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. If the QCI disagrees with complaint after investigation and challenges the validity of the complaint, the QCI will notify the evaluator. The evaluator will conduct an investigation to determine the validity of the complaint. If the complaint is found to be a valid a defect will be recorded against the contractor's performance. The QCI shall return the written customer complaint document, properly completed with actions taken, to the evaluator, who will file the complaint for future recurring performance.

9.2 Performance Threshold: No more than 3 valid customer complaints per month. The contractor's performance for this objective is considered when no more than 3 valid customer complaints are received during the month. The contractor's performance is considered unacceptable if 4 or more valid customer complaints are received during the month.

10. CUSTOMER COMPLAINT TRAINING. After award and prior to contract start the COR shall train the Heritage Village occupants on the requirements of this contract. Training shall include, as a minimum, the following: (1) name of contractor; (2) services to be performed by the contractor; (3) how, when, and who to submit customer complaints to; (4) actions expected of the contractor upon receipt of customer complaints; and to who the customer complaints are submitted; and (5) the COR point of contact to report unresolved customer complaints.

10.1 Follow-up Customer Complaint Training will be conducted, as a minimum, annually and when new residents move into Heritage Village.

10.2 Customer Complaint Training shall be documented in memorandum form to include the following information: (1) contract number; (2) date, time, and place of training; (3) individual trained; (4) details of training to include a copy of the information provided; and (5) signature of COR who provided the training.

11. CUSTOMER COMPLAINTS. Customer complaints may be submitted to the COR by telephone, e-mail, or submission of a customer complaint record. The COR is responsible for receiving all customer complaints. The COR shall forward all customer complaints to the contractor for correction. If during the month, a performance threshold is **exceeded**, the COR shall immediately notify the Contracting Officer in writing of the finding.

12. UNACCEPTABLE PERFORMANCE.

12.1 The COR has the right to require the contractor to re-perform unacceptable service at no additional cost. Re-performance of nonconforming services is the preferred course of action. Anytime the COR notes unacceptable service, he shall notify the contractor's Quality Control Inspector, request signature on the appropriate checklist, and request performance, if appropriate. When work is re-performed, the COR shall re-inspect it. If the work is then acceptable, the COR will document on the checklist that work was re-performed and is now acceptable. In some instances, re-performance cannot be accomplished as the specified time of performance has passed.

12.2 If at any time during the month, the results of surveillance indicate unacceptable performance for the month, and the COR determines that it is not government caused, the COR shall notify the contracting officer in writing of the problem. A copy of all supporting documentation (i.e. customer complaint forms, checklists, or memorandums for record) shall be forwarded with the notification. The Contracting Officer shall then take appropriate action in accordance with the Inspection/Acceptance provisions of FAR 52.212-4, Contract Terms and Conditions, Commercial Items.

13. CERTIFICATION OF SERVICES. The COR is required to evaluate the contractor's performance and make a recommendation of payments due. At the completion of each contract payment period (monthly), the COR must certify the services actually received and accepted under the contract. A letter will be used to certify services. It shall include the following statement "I certify the services have been received and were accepted". The letter shall be submitted to the contract administrator no later than the 3rd working day of the month following the month for which services were received.

14. SERVICES NOT INCLUDED IN THE SERVICE DELIVERY SUMMARY. In addition to those items identified in the SDS the contractor is required to perform and/or provide the following:

SERVICE/ITEM	PWS REFERENCE	FREQUENCY
Joint Inventory of Major End Items	4.3	After contract award and before contract start
Self Help Automated Data	2.7	Monthly
Itemized List of Reimbursables	2.8.3	Monthly w/invoice
Electronic Maintenance Records	2.2.2	Semi-annually
Recurring Inspections & Maintenance Schedule	2.5.4	15 Oct, yearly

15. CONTRACTOR PERFORMANCE ASSESSMENT REPORT. The COR shall complete a Contractor Performance Report yearly when requested by the Contracting Officer. In addition, whenever the COR changes, the outgoing COR shall complete an interim Contractor performance Report and forward the original to the contracting officer and retain a copy in the COR file. The assessing official is the COR and the reviewing official is the Contracting Officer.

16. COR FILE CONTENT. The COR shall retain all documentation in support of this service in a file throughout the life of the contract. At contract completion, all documentation will be forwarded to the Contract Administrator for retirement with the official contract file. The file shall contain, as a minimum, the following documentation:

- 16.1 Copy of the contract with all modifications
- 16.2 QASP
- 16.3 COR appointment and duties and responsibilities letters
- 16.4 Receiving documents
- 16.5 Correspondence
- 16.6 Surveillance documentation (i.e. checklists, customer complaint records, etc.)
- 16.7 Monthly performance evaluations
- 16.8 Contract Performance Assessment Reports

Supporting documentation

Customer complaint training documentation

Joint inventory documentation